Stage 2 Alternatives Analysis

California Department of Technology, SIMM 19B.2 (Ver. 3.0.7, 02/28/2022)

2.1 General Information

1. **Agency or State Entity Name:** 2740 - Motor Vehicles, Department of

   If Agency/State entity is not in the list, enter here with the organization code.

   Click or tap here to enter text.

2. **Proposal Name:** AB 796 New Motor Voter Program

3. **Department of Technology Project Number (0000-000):** 2740-232

4. **S2AA Version Number:** Version 6

5. **CDT Billing Case Number:** CS0054833

   Don't have a Case Number? Click here to get one.

2.2 Submittal Information

1. **Contact Information**

   Contact Name: Samuel Rasmussen

   Contact Email: samuel.rasmussen@dmv.ca.gov

   Contact Phone: 916-549-2958

2. **Submission Type: Updated Submission (Pre-Approval)**

   If Withdraw, select Reason: Choose an item.

   If Other, specify reason here: Click or tap here to enter text.

   Sections Changed if an update or resubmission: (List all the sections that changed.)

   Section 2.8 - Total Viable Alternative #1 Solution Cost

   Summary of Changes: (Summarize updates made.)

   Updated Alternative #1 Solution costs to match submitted FAW (v2.6)

3. **Attach [Project Approval Executive Transmittal](#) to your email submission.**

4. **Attach [Procurement Assessment Form](#) to your email submission.**

5. **Conditions from Stage 1 Approval** (Enter any conditions from the Stage 1 Business Analysis approval letter issued by CDT or your AIO):

    Click or tap here to enter text.

2.3 Baseline Processes and Systems

1. **Current Business Environment (Describe the current business environment of which the effort will be understood and assessed in 500 words)**

    The Department of Motor Vehicles (DMV) is responsible for providing all applicants who apply for a Driver's License/Identification (DL/ID) card, or submit a Change of Address, an opportunity to register to vote or update their voter information. All Motor Voter registration data submitted by eligible applicants is forwarded by the DMV to the Secretary of State (SOS). The DMV sends roughly 600,000 voter records monthly to SOS. There are multiple ways a DMV customer can submit this information and each data source is supported by database access and updates performed by the department in accordance with the different application types. The DMV utilizes a quality assurance process to ensure accurate voter data is sent to SOS.

    The DMV currently captures Motor Voter registration data using a web application (eDL44) that DMV customers electronically complete when applying for a DL/ID card. The eDL44 related applications include the public version that is available online, a version for use in the DMV Field Offices running on the TouchScreen Terminals (TSTs) and Tablets, which are Americans with Disability Act (ADA) compliant. There are multiple interfaces to collect Motor Voter registration data from various sources, including the Renewal by Mail (RBM) process, Change of Address (COA) submissions, and DL/ID renewals and duplicates submitted via the internet. In addition, statewide self-service Kiosks and Field Office transactions are handled through various paper forms and online applications.

    Each application is designed to collect the data at the source and prepare it for checks against established business rules. This process is designed to implement the Help America Vote Act (HAVA) and California Online Voter Registration (COVR) rules to determine the processing of an individual's Motor Voter data.

    Tip: Current Environment costs will be asked for in the Financial Analysis Worksheet to be completed in Section 2.12.

    Attach relevant documentation to email submission (i.e., business process, workflow, problem analysis, user/stakeholder list, research findings). If these types of documents are not available, please indicate "Not Available," and explain the reason below:

    Not available reason: Click or tap here to enter text.

2. **Technical Context (Describe the technical environment of which the effort will be understood and assessed in 500 words)**

The DMV motor voter process can be broken into frontend and backend sub-processes. Motor voter records are created on the frontend and the records are finalized and delivered to SOS on the backend.

The frontend process is actually four separate sub-processes that capture voter registration data from customers in different use cases: field-office transactions, self-service terminal transactions, online transactions, and remittance transactions (e.g. renewals by mail).

Field Office and TST processes
The main steps of these two processes can be broken down as follows:

1. Customers create an eDL44 record using the eDL44 online application. They can log onto the application from the Internet or access it in a field office using an ADA station or a TST. The application saves the record to a database.
2. Once the customer is in a field office and being served by a DL technician, the technician queries the Field Office System to pull up the eDL44 record. The Field Office System forwards the query to an API, which accesses the record from the table and returns it to the Field Office System.
3. The record is reviewed and updated in the Field Office System by the customer and technician.
4. When the field office transaction for this customer is completed, the Field Office System sends the reviewed/updated motor voter data back to the API. The API then saves the motor voter record to the field office database table.

Online process
The main steps of this process can be broken down as follows:

1. Online customers log into the DMV website and start a DL renewal, DL replacement, or change of address transaction.
2. During the transaction flow, the application queries the DL database to check customers' qualifications.
3. Based on the response, the voter questions are presented, and the answers are captured by the application.
4. At the end of the DMV transaction, the voter information is sent to the API. The data received by the API is inserted into the online database.

Incoming mail process
The motor voter remittance process handles voter registration information coming from three types of incoming mail: Renewal by Mail (RBM) forms; Change of Address (COA/DMV14) forms; and Eligible for Renewal by Mail (DL 410) forms. The main steps for RBM and DL 410 mail can be summarized as follows:

1. Incoming mail is sorted, batched, and scanned.
2. DMV's Fairfax Quick Modules application processes scanned data into a SQL Server database at DMV.

3. An ETL (extraction, transformation, load) program copies data from the SQL Server database at DMV into the Postgres database in AWS.

Change of Address(COA) process
The COA process can be summarized as follows:

1. Data Entry enters COA forms into MVCOA application.
2. Form data is inserted into the "SQL OCR" database.
3. MVETL application (.NET) scans SQL OCR every 15 minutes. New records are updated with a batch number and sent to the Remittance database in AWS (direct database inserts).

Backend process
The backend motor voter process for collecting, validating, and transmitting records to SOS can be broken down as follows:

1. The internal verification processor pulls a batch of records from either the API, the online table or the Remit mail tables.
2. The internal verification processor calls the HAVA Java API to check the AB 60 status of a record.
3. HAVA/COVR checks the record against the database.
4. The internal verification processor calls an Address Validation Service to validate and correct the address data for each record in the batch.
5. The internal verification processor writes the records to the SOS database table.
6. Secretary of State makes a call to the SOS API to retrieve a batch of records.

Attach relevant documentation to email submission (i.e., logical system environment diagrams, system interactions, business rules, application flows, stakeholder information, data flow charts). If these types of documents are not available, please indicate "Not Available," and explain the reason below:

Not available reason: Click or tap here to enter text.

3. **Data Management (Enter the information to indicate the data owner and custodian of the current system, if applicable.)**

Data Owner Name: Deanna Wida

Data Owner Title: Program Manager

Data Owner Business Program area: Policy Division

Data Custodian Name: Deanna Wida

Data Custodian Title: Program Manager

Data Custodian Technical area: Policy Division

Security - Data Classification and Categorization Yes

Security - Privacy Threshold & Impact Assessment. Yes

4. Existing Data Governance and Data

a) Do you have existing data that must be migrated to your new solution?

> **Answer** (Unknown, Yes, No): Yes

> If data migration is required, please rate the quality of the data.

> > Select data quality rating: No information available

b) Does the Agency/state entity have an established data governance body with well-defined roles and responsibilities to support data governance activities?

> **Answer** (Unknown, Yes, No): Yes

> If Yes, include the data governance organization chart as an attachment to your email submission.

c) Does the Agency/state entity have data governance policies (data policies, data standards, etc.) formally defined, documented, and implemented?

> **Answer** (Unknown, Yes, No): Yes

> If Yes, include the data governance policies as an attachment to your email submission.

d) Does the Agency/state entity have data security policies, standards, controls, and procedures formally defined, documented, and implemented?

> **Answer** (Unknown, Yes, No): Yes

> If Yes, attach the existing documented security policies, standards, and controls used to your email submission.

e) Does the Agency/state entity have user accessibility policies, standards, controls, and procedures formally defined, documented, and implemented?

> **Answer** (Unknown, Yes, No): Yes

> If Yes, attach the existing documented policies, accessibility governance plan, and standards used to the email submission.

5. Security Categorization Impact Table

Consult the [SIMM 5305-A Information Security Program Management Standard - Security Categorization Impact Table](#).

Attach a table (in PDF) that categorizes and classifies the agency/state entity's information assets related to this effort (e.g., paper and electronic records, automated files, databases requiring appropriate protection from unauthorized use, access, disclosure, modification, loss, or deletion). Each information asset for which the agency/state entity has ownership responsibility shall be inventoried and identified.

6. **Security Categorization Impact Table Summary**

   Consult the [SIMM 5305-A Information Security Program Management Standard - Security Categorization Impact Table](#) to provide potential impact levels of the following areas:

   Confidentiality: Medium

   Integrity: Medium

   Availability: Medium

7. **Technical Complexity Score: 2.7**

   (Attach a [SIMM Section 45 Appendix C](#) with Business and Technical Complexity sections completed to the email submission.)

2.4 Requirements and Outcomes

At this time in the project planning process, requirements and outcomes should be documented and indicative of how the Agency/State Entity envisions the final solution. This shall be accomplished either in the form of mid-level requirements (predictive methodology)/business capabilities or representative epics and user stories (adaptive methodology) that will become part of the product backlog. The requirements or representative epics and user stories must tie back to the Objectives detailed in the Stage 1 Business Analysis. Regardless of which tool/method is used, an understanding of the following, at a minimum, must be clearly articulated:

- Functional requirements
- Expected user experience(s)
- Expected system outcome
- Expected business operations (e.g., How do you envision operations in the future?)
- Alignment to the project's objectives identified in Stage 1
- Product ownership (e.g., Who owns these requirements?); and
- Verification of need(s) fulfillment (e.g., How will success be measured?)

Tip: If providing requirements, the recommended range of requirements is between 50 and 100.

Attach Requirements and/or Outcomes narratives, mid-level requirements, and/or epics/user stories to submission email.

2.5 Assumptions and Constraints

Relevant assumptions and constraints help define boundaries and opportunities to shape the scope and complexity of the project.

Assumption: The vendor selection process will ensure the potential vendor has the resources and ability to have the solution fully operational by July 1, 2025.

   Description/Potential Impact: The selected vendor will have the available resources to implement the solution by the mandated date.

Assumption: Dedicated staff will remain in their current roles, however, if staff changes do occur training will be in place.

> **Description/Potential Impact**: When new staff join the project or if project staff change roles, retire, or otherwise leave the project, transition training and knowledge transfer will take place to avoid schedule delays

Assumption: Qualified DMV program and technical staff will be available to participate, as needed, in design, development, testing, training, and implementation of the solution.

> **Description/Potential Impact**: If the identified qualified program and technical staff are not available, the department will need to take the steps necessary to secure adequate staff, which may affect costs, budget, and the ability to deliver Motor Voter records to SOS.

Assumption: The project will continue to be a high priority for the DMV. The legislative mandate of AB 796 and the critical value of the project to stakeholders both require the project be a high priority.

> **Description/Potential Impact**: The legislative mandate of AB 796 and critical value of the project to the stakeholders require the project be a high priority. If the project were no longer a high priority, project delays would have severe consequences for the implementation of AB 796 impacting both the DMV and SOS.

Assumption: The functional and non-functional requirements will not change significantly during project development

> **Description/Potential Impact**: Potential vendors may not be able to meet the defined project objectives within the time constraints and/or within budget limitations.

Assumption: Vendor will comply with Federal and State security standards.

> **Description/Potential Impact**: Failure to adhere to these standards will result in significant risk to the delivery of services and delivered products/services that do not meet the security standards will be rejected.

Assumption: Vendor will utilize a phased implementation and priority/changes will be determined by DMV.

> **Description/Potential Impact**: Utilizing a phased approach will provide the ability to evaluate each source and determine best method for deployment.

Assumption: Suppliers, vendors, consultants, and State staff will perform their assignments related to the project in a competent and timely manner.

> **Description/Potential Impact**: Delays by any of the project partners could adversely impact the project schedule.

Assumption: Issues will be resolved, and risks mitigated on a timely basis.

> **Description/Potential Impact**: Issues and risks that are not addressed on a timely basis could impact the project scope, budget, and/or schedule.

Assumption: Executive sponsorship will continue through project completion.

Description/Potential Impact: Constant support from executive sponsors will ensure resources are continuously available for the project.

Assumption: The CDT/DOF will review and approve the project.

Description/Potential Impact: The control agencies' support is necessary to start the project and will ensure external influences will not impact the successful completion of the project

Assumption: The project budget will be approved.

Description/Potential Impact: With an approved budget, the project will not have issues proceeding.

Assumption: DMV will work with the California Department of Technology(CDT) and the Department of Finance (DOF) to ensure that funding will be available as planned, throughout the project's life

Description/Potential Impact: The project will be conducted as a partnership with CDT and DOF whose support is required for the project to be successful.

Assumption: DXP vendor will meet performance expectations

Description/Potential Impact: If the DXP vendor does not meet performance expectations, a negative impact in milestones, critical path and programming tasks may occur which may lead to schedule delays.

Assumption: DXP DL implementation will remain on schedule

Description/Potential Impact: As a result of DXP DL potentially failing or falling behind schedule, schedule delays and/or project halt may occur.

Assumption: DXP Vendor implements a solution that meets all needs set forth by the motor voter program and statute.

Description/Potential Impact: Vendor failing to implement a solution that meets the needs of the motor voter program risks violation of state and federal statute.

Assumption: Development complexity is accurately estimated by vendor.

Description/Potential Impact: Development complexity will be accurately estimated by vendor in order to avoid schedule delays.

TIP: Copy and paste to add Assumptions/Constraints with Descriptions/Impacts as needed.

2.6 Dependencies

Dependencies are elements or relationships in a project reliant on something else occurring before the function, service, interface, task, or action can begin or continue.

Dependency Element: DMV requires the solution to be fully operational by July 1, 2025, or implementation of DXP (whichever comes first), to be in compliance with AB 796.

Dependency Description: If the system is not operational by July 1, 2025, or implementation of DXP, DMV and SOS will not be in compliance with AB 796.

Dependency Element: DMV privacy requirements must be met.

> **Dependency Description**: The collection of personal information must be used only for its intended purposes and in accordance with current statutory or regulatory requirements.

Dependency Element: Dependency Element: Test Strategy.

> **Dependency Description**: The testing strategy will need to be broad enough to cover a wide range of scenarios to ensure functionality across all sources.

Dependency Element: Preparation of Test Environments.

> **Dependency Description**: Environments for the development, integration testing (IT),system testing (ST), user acceptance testing (UAT), and training will need to be set up and configured as needed.

Dependency Element: Business and System Requirements.

> **Dependency Description**: The NMV solution, build, test, and defect resolution is dependent on accurate and available business and system requirements

Dependency Element: Project Approval Process.

> **Dependency Description**: Stage 4 (Project Readiness and Approval) of the Project Approval Lifecycle must be approved by July 29, 2023 in order to award the contract on time.

TIP: Copy and paste to add Dependency Elements and Descriptions as needed.

2.7 Market Research

Market Research ([CDT Market Research Guidelines](#)) determines whether products or services available in the marketplace can meet the business needs identified in this proposal. Market Research can also determine whether commercial practices regarding customizing/modifying products or tailoring services are available, or even necessary, to meet the business needs and objectives of the business.

Before undertaking a Market Research approach. Contact your PAO Manager to schedule a collaborative review to review planning to date and discuss the procurement approach.

1. **Project Management Methodology:** Hybrid

2. **Procurement approach recommended:** Standard Procurement

3. **Market Research Approach**

   Provide a concise narrative description of the approach used to perform market research.

   Click or tap here to enter text.

4. **Market Research Artifacts**

   Market Research Artifacts can include internet research, collaboration with other governmental entities, or other documentation.

   Attach Market Research artifacts to the email submission.

2.8 Viable Alternative Solutions

The CDT expects Agencies/state entities to conduct a thorough analysis of all feasible alternatives that will meet the proposal's objectives and requirements. Agencies/state entities should provide at minimum the three (3) most viable solutions, one (1) of which could be leveraging and/or enhancing the existing solution (if applicable).

1. **Viable Alternative Solution #1**

   Name: **Modernization through DXP Phase 3 Driver's License**

   Description: The recommended solution is to collaborate with DXP project team and selected system integrator vendor for the Phase 3 Driver's License (DL) scope of work. Due to the timing of the required changes AB 796 New Motor Voter Program was included in the DXP Phase 3 DL solicitation.

   The objective of DXP DL Phase 3 solicitation is to replace and modernize DL front-end and back-end systems and DL processes, along with the required collection and distribution of Motor Voter information to the California Secretary of State (SOS). The AB 796 effort will include any modifications needed to third party systems and processes that are not in scope for the DXP modernization efforts.

   The modernized process will ensure that the applications will allow for the motor voter data to be sent regardless of the driver license or ID (DL/ID) card status as long as full compliance is met to constitute a completed affidavit of voter registration. The department will collaborate with the DXP vendor resources to include the necessary AB 796 Motor Voter program modifications required during the modernization effort.

   The department anticipates an increase in staff to provide the necessary support to the DXP project team to assist with modernization of Motor Voter program that includes AB 796 modifications. In addition, DMV would conduct thorough testing through the SDLC lifecycle for these changes which shall include end-to-end testing with the SOS.

   Why is this a viable solution? Please explain:

   The department will not be expending resources to modify the current legacy systems that are scheduled to be replaced and modernized through the DXP modernization effort.

   Approach

   Increase staff – new or existing capabilities: Yes

   Modify the existing business process or create a new business process: Yes

Reduce the services or level of services provided: No

Utilize new or increased contracted services: Yes

Enhance the existing IT system: No

Modify Statute/Policy/Regulations: No

      Please Specify: Click or tap here to enter text.

Create a new IT system: No

Other: Yes Specify: The DXP Phase 3 DL effort will replace and modernize systems that collect and transmit the Motor Voter information.

Architecture Information

Business Function(s)/Process(es): DMV Remittance System

Business Function(s)/Process(es): DMV Field Office System

TIP: Copy and paste or click the + button in the lower right corner to add business processes with the same application, system, or component; COTS/Cloud Technology or custom solution; runtime environment; system interfaces, data center location; and security.

Conceptual Architecture

      Attach a copy of the conceptual architecture to your email submission.

COTS/SaaS/Cloud Technology or Custom: COTS/SaaS/Cloud Technology

      Name/Primary Technology: Salesforce

TIP: Copy and paste or click the + button in the lower right corner to add system software information if the application, system, or component uses additional system software.

Explain Existing System Interfaces: SOS, Idemia, LOB

Explain New System Interfaces: SOS, Idemia, Melissa

Data Center Location of the To-be Solution: Other

      If Other, specify: Salesforce Gov Cloud/AWS Cloud

Security

Access

      Public: No

      Internal State Staff: Yes

      External State Staff: No

      Other: Choose Yes or No. Specify: Click or tap here to enter text.

Type of Information (Select Yes or No for each to identify the type of information that requires protection. See the SAM Section 5305.5 for more information.)

Personal: Yes

Health: Yes

Tax: No

Financial: No

Legal: No

Confidential: Yes

Other: Choose Yes or No. Specify: Click or tap here to enter text.

Protective Measures (Select Yes or No to identify the protective measures used to protect information.)

Technical Security: Yes

Physical Security: Yes

Backup and Recovery: Yes

Identity Authorization and Authentication: Yes

Other, specify: Click or tap here to enter text.

Business Function(s)/Process(es): DMV Kiosk System

Business Function(s)/Process(es): DMV WSI System

TIP: Copy and paste or click the + button in the lower right corner to add business processes with the same application, system, or component; COTS/Cloud Technology or custom solution; runtime environment; system interfaces, data center location; and security.

Conceptual Architecture

Attach a copy of the conceptual architecture to your email submission.

COTS/SaaS/Cloud Technology or Custom: COTS/SaaS/Cloud Technology

Name/Primary Technology: Salesforce

TIP: Copy and paste or click the + button in the lower right corner to add system software information if the application, system, or component uses additional system software.

Explain Existing System Interfaces: SOS, Idemia, LOB

Explain New System Interfaces: SOS, Idemia, Melissa

Data Center Location of the To-be Solution: Other

If Other, specify: Salesforce Gov Cloud/AWS Cloud

Security

Access

Public: Yes

Internal State Staff: Yes

External State Staff: Yes

Other: Choose Yes or No. Specify: Click or tap here to enter text.

Type of Information (Select Yes or No for each to identify the type of information that requires protection. See the SAM Section 5305.5 for more information.)

Personal: Yes

Health: Yes

Tax: No

Financial: No

Legal: No

Confidential: Yes

Other: Choose Yes or No. Specify: Click or tap here to enter text.

Protective Measures (Select Yes or No to identify the protective measures used to protect information.)

Technical Security: Yes

Physical Security: Yes

Backup and Recovery: Yes

Identity Authorization and Authentication: Yes

Other, specify: Click or tap here to enter text.

Business Function(s)/Process(es): Electronic DL44 (eDL44)

TIP: Copy and paste or click the + button in the lower right corner to add business processes with the same application, system, or component; COTS/Cloud Technology or custom solution; runtime environment; system interfaces, data center location; and security.

Conceptual Architecture

Attach a copy of the conceptual architecture to your email submission.

COTS/SaaS/Cloud Technology or Custom: COTS/SaaS/Cloud Technology

Name/Primary Technology: Salesforce

TIP: Copy and paste or click the + button in the lower right corner to add system software information if the application, system, or component uses additional system software.

Explain Existing System Interfaces: SOS, Idemia, LOB

Explain New System Interfaces: SOS, Idemia, Melissa

Data Center Location of the To-be Solution: Other

    If Other, specify: Salesforce Gov Cloud/AWS Cloud

Security

    Access

        Public: Yes

        Internal State Staff: Yes

        External State Staff: Yes

        Other: Choose Yes or No. Specify: Click or tap here to enter text.

    Type of Information (Select Yes or No for each to identify the type of information that requires protection. See the SAM Section 5305.5 for more information.)

        Personal: Yes

        Health: Yes

        Tax: No

        Financial: No

        Legal: No

        Confidential: Yes

        Other: Choose Yes or No. Specify: Click or tap here to enter text.

    Protective Measures (Select Yes or No to identify the protective measures used to protect information.)

        Technical Security: Yes

        Physical Security: Yes

        Backup and Recovery: Yes

        Identity Authorization and Authentication: Yes

        Other, specify: Click or tap here to enter text.

Total Viable Alternative #1 Solution Cost (copy from FAW – Executive Cost Summary tab, cells E7 through E11):

Planning Costs: $1,768,869

One-Time (Project) Costs: $11,029,542

Total Future Ops. IT Staff OE&E Costs: $2,825,408

Total Proposed Cost: $15,623,819

Annual Future Ops. Costs (M&O): $2,825,408

2. **Viable Alternative Solution # 2-3**

Note: CDT concurred that for this project alternative solutions #2 & #3 not viable; therefore, costing estimates not included in FAWs.

2.9 Project Organization

Project planning includes the process of identifying how and when specific labor skill sets are needed to ensure that the proposed project has sufficient staff with the appropriate knowledge and experience by the time the project moves into execution. All staff identified in the following sections should be included in the Financial Analysis Worksheet to be completed in Section 2.12.

1. **Project Organization Chart:**

   Attach the Project Organization Chart to your email submission.

2. **Is the department running this project as a matrixed or projectized organization?**

   Matrixed

In each of the following sections, provide a concise description of the approach to staffing the proposed project including contingencies for business/program, IT, or administrative areas to maintain ongoing operations in conjunction with the proposed project.

1. **Administrative**

   The DMV Administrative sections have the capacity and capability of providing the project support necessary for this project. The DMV's Budget and Fiscal Analysis Branch (BFAB) is part of the existing duties of the Budget Office Staff. An analyst from BFAB with the support of the Budget Office management team, will provide budget-related assistance and guidance to the proposed Information Technology project team. Responsibilities include consulting with the programs areas in determining the costs associated with staffing and operational needs for the project and acting as a liaison between the Department of Finance (DOF) and other control agencies in preparing and submitting the Budget Change Proposal (BCP). The Budget Office staff has extensive experience in budgeting. The DMV Contract Management manager administers all contracts for the project to ensure compliance with appropriate regulations and policies, researches contract issues and monitors the contractor's performance against the requirements of the contract. The Contract Manager works with the Project Manager to ensure the expectations and due dates for each deliverable set forth in the contract or SOW is clear and complete. The Contract Manager tracks all contract deliverables and milestones and validates deliverable acceptance prior to authorization of payment. The Contract Manager will have full responsibility and oversight of the contract and knowledge of: Contract administration, maintaining a working copy of the contract file, the elements of the contract, when to notify the contractor to begin work, monitoring the contractor to assure the compliance with contract

provisions are met, approving the final product/service, monitoring expenditures and approving/disputing invoices for payment/nonpayment, and requesting modifications, renewals, or a new contract as required. The Evaluation Team Members responsibilities are: understanding the requirements of the Solicitation prior to the beginning of the Bid evaluations, timely review of the Bid, attending all Evaluation Team meetings, working to gain consensus with Fellow Evaluation Team members, completing review worksheets and evaluation sheets in accordance with the Evaluation Plan, notifying the Department of Technology Procurement Official (PO) and DMV Acquisitions Analyst if any questions or concerns during the review process, evaluating the Final Bid, and determining the materiality of deviations from the procurement requirements with input from the Department of Technology Legal staff. The DMV IT Acquisitions Unit assists with procuring a contract through solicitations, contacting prospective contractors, developing and reviewing the solicitation packages (including the Statement of Work), coordinating the encumbrance of funds for the contract, and distributing copies of the signed executed contract to the appropriate parties. The DMV IT Acquisitions Official coordinates final approval of the contracts with the DMV's IT Acquisitions Manager and advises the project of new or modified state procurement policies and regulations. Throughout the project life cycle, the DMV IT Acquisitions Official continues to serve the project with contract amendments and staff replacement and must work with the Department of Technology Statewide Procurement (CDT STP) Office as required. The DMV Acquisitions Official is a subject matter expert on the State of California's procurement process and acts as an advisor to members of the Evaluation Team. Specific duties related to the evaluation and selection process include: Coordinating with CDT STP on a regular basis, assisting the CDT STP with training the Evaluators on the review process and the use of the evaluation materials such as worksheets and evaluation sheets, and assisting the CDT STP in preparation of the Evaluation and Selection Report. This position is the primary point of contact for CDT STP, Project Team and Evaluation Team in regard to the solicitation. The Department of Technology Procurement Official (PO) is the person designated by the State to have full responsibility for coordination and oversight of the acquisition process and gaining approval of the Solicitation Evaluation and Selection Report. Specific duties related to the procurement process include, Maintaining the Master Copy of all Bids and the official procurement files, acting as the single point of contact for correspondence sent to and received from Bidders, managing the proposal materials to include safeguarding proprietary information, assist with preparing the Evaluation and Selection Report, and contacting prospective contractor.

2. **Business Program**

The business programs do not have the capacity to absorb the workload this project is anticipated to generate. Therefore, additional temporary resources will be utilized to augment the existing staff. This will alleviate any resources contention created by the project and allow selected staff to participate fully. Workload will be evaluated as the project progresses. If the workload is anticipated to increase as a result of implementation, additional permanent staff may be required.

3. **Information Technology**

Reviewing the AB 796 bill in light of having our systems, applications, APIs and DBs "AS-IS", we would be seeking temporary help during the project phase(s) to prioritize this work on top of

the other backlog of high priority work already in our queue. However, if the solution in the future gears towards significant re-architecture of our systems with its applications, APIs and DBs, the DMV Motor Voter group within ISD would need additional vendor consultant resources to augment the current ISD staff to take this work on and complete it.

4. Testing

DMV's Product Quality Assurance (PQA) Group will assign a test manager and possibly contract services to provide guidance for the overall testing. All other impacted business teams will conduct UAT to ensure their existing systems are functioning as designed. Responsibilities for the Test Manager include review and approval of a strategy and scope of testing, review and approval of the test approach, defining a defect management plan, providing the defect severity classification, providing the pass/fail criteria for test cases, identifying and raising any risks related to testing throughout the effort and monitoring all test phases (e.g. – Unit, Integration, System, etc.) and types of testing (e.g. – Black Box, White Box, Regression, Stress, etc.) throughout the New Motor Voter Program. The PQA test manager will also have responsibility for reviewing and approving the overall Test Strategy and test plan for the project. The PQA test manager, with over five years of experience acting as test manager on multiple types of projects, will accomplish this by leveraging the expertise and capacity of PQA resources and contractors.

5. Data Conversion/Migration

Data Conversion/Migration is within scope of the DXP project. DXP DL SI will be responsible for providing the DL Data Migration plan 90 days after contract start. DMV will collaborate with the SI and provide subject matter experts to support effective and successful data conversion efforts. DMV, as the contract holder, is responsible for converted data validation. Deviations from expected data conversion accuracy and quality will be addressed through the defect management and contract deliverable acceptance process.

6. Training

Based on the project purpose, scope, and design, programing updates to the current Motor Voter Processes will have minimal impact to internal DMV staff.

Dependent upon the development of the department's policy and procedural updates, the Learning Development Branch (LDB) will collaborate with impacted divisions to determine the knowledge gap for impacted groups of employees, and the scope of the curriculum design and development efforts. LDB will work with impacted divisions to create training development plans to address these gaps. Dependent upon the scope and timeline requirements of the department's implementation efforts, LDB will support with dedicating available training resources to address the curriculum design and development workload based on timelines, resources, and workload, and the delivery of the updated training programs required to address the training needs.

7. **Organizational Change Management**

DMV will assign applicable resources that will manage the Training and OCM activities to ensure change management is fully incorporated.

8. **Resource Capacity/Skills/Knowledge for Stage 3 Solution Development**

This narrative should include the experience level and quantity of procurement, contract management, and budget staff who will be responsible for the Stage 3 Solution Development.

The DMV has an Enterprise Governance Council that makes informed decisions regarding DMV's technology direction and technology investment strategies. The governance framework includes procurement and project management related decision-making descriptions and actions. The DMV's procurement official has experience using the proposed procurement methodologies identified in this document, Section 2.12.1. and using the Department of Technology S3SD process. The DMV's procurement staff is familiar with protest types, use of Public Contract Code (PCC) 6611, and has participated with Statewide Technology Procurement Division in the negotiations of various contracts.

2.10 Project Planning

1. **Project Management Risk Assessment**

Updated Project Management Risk Score: 1.3

Attach Updated PM Risk Assessment to your email submission. SIMM Section 45A

2. **Project Charter**

Is your project charter approved by the designated Agency/state entity authority and available for the Department of Technology to review? **Choose**: 'Yes,' 'No,' or 'Not Applicable.' If 'No' or 'Not Applicable,' provide the artifact status in the space provided.

Project Charter (Approved): Yes

Status: Click or tap here to enter text.

Attach a copy of the Project Charter to your email submission.

3. **Project Plans**

Are the following project management plans or project artifacts approved by the designated Agency/state entity authority and available for the Department of Technology to review? **Choose**: 'Yes,' 'No,' or 'Not Applicable.' If 'No' or 'Not Applicable,' provide the artifact status in the space provided.

Note: For Low to medium complexity and cost projects, discuss with your PAO manager the option of submitting a Master Project Management Plan in place of individual plans.

Scope Management Plan (Approved): Yes

Status: Click or tap here to enter text.

Communication Management Plan (Approved): Yes

Status: See Master Project Management Plan

Schedule Management Plan (Approved) : Yes

Status: See Master Project Management Plan

Procurement Management Plan (Approved): Yes

Status: See Master Project Management Plan

Requirements Management Plan (Approved): Yes

Status: Click or tap here to enter text.

Stakeholder Management Plan (Draft): Yes

Status: See Master Project Management Plan

Governance Plan (Draft): Yes

Status: Click or tap here to enter text.

Contract Management Plan (Draft): Yes

Status: See Master Project Management Plan

Resource Management Plan (Draft): Yes

Status: See Master Project Management Plan

Change Control Management Plan (Draft): Yes

Status: Click or tap here to enter text.

Risk Management Plan (Draft + Risk Log): Yes

Status: See Master Project Management Plan

Issue and Action Item Management Plan (Draft + Issue Log): Yes

Status: See Master Project Management Plan

Cost Management Plan (Approved if planning BCP approved): Yes

Status: See Master Project Management Plan

4. **Project Roadmap (High-Level)**

Attach a high-level Project Roadmap showing remainder of planning phase and transition into execution phase to the email submission.

a) Planning Start Date: 11/1/2021

b) Estimated Planning End Date: 7/28/2023

c) Estimated Project Start Date: 7/31/2023

d) Estimated Project End Date: 6/30/2025

2.11   Data Cleansing, Conversion, and Migration

If in Section 2.3 (above) the answer to the question "Do you have existing data that must be migrated to your new solution?" was marked "Yes," please complete this section.

The California Department of Technology recommends having a Data Consultant start data cleansing, conversion, and migration activities as soon as possible.

Identify the status of each of the following data activities. If "Not Applicable" is chosen, explain why the activity is not applicable or if "Not Started" is chosen, explain when the activity will start and its anticipated duration:

1. **Current Environment Analysis: In Progress**

   Click or tap here to enter text.

2. **Data Migration Plan: Not Started**

   DXP DL anticipated SI vendor will be responsible for providing the DL Data Migration plan 90 days after contract award.

3. **Data Profiling: Not Started**

   Pending DXP SI vendor onboarding and proposed schedule.

4. **Data Cleansing and Correction: Not Started**

   Pending DXP SI vendor onboarding and proposed schedule.

5. **Data Quality Assessment: Not Started**

   Pending DXP SI vendor onboarding and proposed schedule.

6. **Data Quality Business Rules: Not Started**

   Pending DXP SI vendor onboarding and proposed schedule.

7. **Data Dictionaries: Not Started**

   Pending DXP SI vendor onboarding and proposed schedule.

8. **Data Conversion/Migration Requirements: Not Started**

   Pending DXP SI vendor onboarding and proposed schedule.

2.12   Financial Analysis Worksheets

Attach F.2 Financial Analysis Worksheet(s) to the email submission.

End of agency/state entity document.

Please ensure ADA compliance before submitting this document to CDT.

When ready, submit Stage 2 and all attachments in an email to ProjectOversight@state.ca.gov.

Department of Technology Use Only

Original "New Submission" Date: 9/20/2022

Form Received Date: 5/3/2023

Form Accepted Date: 5/3/2023

Form Status: Completed

Form Status Date: 5/12/2023

Form Disposition: Approved

Form Disposition Date: 5/12/2023